

IT Professional Technical Services
Master Contract Program
T#:902TS
Statement of Work (SOW) For
Technology Services Issued By
Minnesota Department of Public Safety
Office of Pipeline Safety

**Project Title: Pipeline Safety Program Management System
Redesign**

Service Category: Desktop - Application (Design & Development)
Database Design/ Architect
Quality Assurance

Business Need

The Pipeline Safety Program Management System Redesign is an initiative of the Department of Public Safety Office of Pipeline Safety (MNOPS) to redesign an ageing legacy desktop information system application with updated technological enhancements, documentation, support and maintenance services.

The Pipeline Safety Program Management System (OPS System) has been developed to address all office data management needs, including company and contact information, case management, documentation and bi-weekly timesheets. Every inspection, investigation, complaint or inquiry is assigned an individual case number, and all activity related to that event is documented within that case. In addition to tracking employee hours, timesheets are used to provide the information necessary to calculate quarterly billing to the pipeline operators and track information necessary to complete the annual Federal Grant progress reporting documentation.

The OPS system is a client-server system with SQL Server 2008 R2 acting as a central database system and utilizing SQL Server R2 Express as a local replicated storage database. The OPS System is a C# .NET application currently configured to work on a Windows XP 32-Bit computer system. The application has been divided into multiple projects contained within a single solution. Each of these projects represents a different component or layer of the application.

See **Exhibit A** document attached for example application screenshots.

Project Deliverables

1. Project plan that defines the steps necessary to update system from the current to the desired technical platform.
2. Phase 1 - migrated system application updated for Windows 7+, with required security enhancements as described below.
3. Phase 2 - migrated system application deployed using the desired technical platform as described below.
4. Application documentation as described below.
5. Provide a time and materials maintenance plan for one additional one-year period, not to exceed the Master Contract expiration date of June 30, 2014.

Phase 1

1. Windows 7+ Operating System compatibility
 - 64bit
 - Current system is designed to run on 32bit Windows XP Professional SP4
2. Microsoft Office 2010+ compatibility
 - Current system is designed to run with Microsoft Office XP professional functionality
3. Application security enhancements
 - Upgrade the application to work in a “User” operating system environment, currently you have to be an administrator on the computer to use the application.
4. Migrate updated system into the DPS production environment

Phase 2

1. Geospatial location and mapping integration
 - Modify three database tables and the associated GUI interface for geospatial reference fields. Add Latitude and Longitude fields in database tables and associate them to the corresponding fields in the application interface
2. Enhance application search capabilities
 - Enhance the current search function to include intelligent search capabilities. Currently if you search for “foss” you will get Fosston, City of; it will not return City of Fosston.
 - Provide a search capability in the “Description” field
 - Provide the function to search multiple fields from one search box. Example: Ability to find a smart, NRC report, 7100 Form ID, or Safety Related Condition Report number from one search box.
 - Provide the ability to search companies and contacts by address, city, and or county
 - Add the ability to search by file description in the files tab
 - Provide the function to export search results lists from all search capabilities
3. Request for Specific Information (RSI) Tab
 - Insert a new tab inside of Issues section for the documentation of RSI remarks.
 - Add functionality for these RSI remarks to be imported into generated RSI letter template
4. Reportable Incidents Data Entry Tab
 - Insert a new tab for the documentation of reportable incidents.
 - Add a new database table that that would store the reportable incident data
5. Reporting Functionality
 - Add the ability for custom user reports. Provide the ability for users to modify existing or create user defined reports from SQL Server Reporting Services.
 - Provide ability for user to modify and/or update existing system reports.
 - Provide detailed instructions on the process of creating and modifying user defined reports.
6. Company Description Information
 - Add a company description tab for describing a company’s pipeline facilities
 - Example: How many meters, miles of pipe, valves and other types of facilities
7. Custom Forms
 - Provide the ability to create and capture data from user created and customized forms.
 - Provide the ability to link forms to the SQL database
8. Timesheets
 - Ability to copy and paste data from previous pay period into current
 - Remove the available hour summaries relating to sick, vacation, OEH, and floating holiday hours – these functions are no longer needed
 - Add an additional role based security feature for user privacy. Timesheets should only be seen by the employee and their supervisor
9. Application Security Enhancements
 - Add additional role based security permission locks inside the application’s “Administrator” interface

10. Bug fixes
 - Provide the ability for imported files to retain original file names
 - Add ability for decimal number in certain fields
 - Repair spelling errors
 - Expand various field character lengths
 - Modify startup background picture
11. Migrate updated system into the DPS production environment
12. Documentation
 - Document application installation and setup procedures
 - Document developer setup and configuration procedures
 - Document detailed user customization settings and reporting procedures
 - Update OPS System User Guide

Project Milestones and Schedule

- | | |
|---|-----------------------|
| 1. Project start date | January 22, 2013 |
| 2. Review of project plan | January 28, 2013 |
| 3. Delivery of Phase 1 | February 22, 2013 |
| 4. Delivery of Phase 2 | June 03, 2013 |
| 5. Review of preliminary migration | Feb. 2013 – June 2013 |
| 6. Acceptance of final, migrated system | June 10, 2013 |

Project Environment (State Resources)

- | | |
|--------------------------------|-----------------|
| ▪ Business Project Manager | Pipeline Safety |
| ▪ Technical Project Manager | MN.IT @ DPS |
| ▪ Subject Matter Experts (SME) | Pipeline Safety |

Agency Project Requirements

- MNOPS has listed the desired technical modifications, but is open to changes based on the expertise of the vendor. For example, there may be ways to simplify the overall application by making use of language or framework features not available when the system was originally designed.
- 100% of the work must take place on site at MNOPS Central Office. MNOPS will supply workspace and computer equipment for contractor's staff.
- Vendor must provide their own quality assurance testing staff as well as provide for effective accessibility testing by qualified personnel.
- Supporting documentation must be provided to the state in Microsoft Word format for all deliverables including application setup instructions, developer environment configuration, and an updated User Guide.
- All interface elements, outputs (including reports) must comply with the MN Accessibility standards.
- Devise and supply MNOPS with a time and materials maintenance plan for one additional one-year period, not to exceed the Master Contract expiration date of June 30, 2014.

Responsibilities Expected of Selected Vendor

- Install, configure, develop and test the application in the DPS development environment.
- Develop all project documentation including project work plan and schedule.
- Maintain project benchmarks and timelines.
- Provide technical staff, whose work the DPS project owner and DPS technical project manager

will oversee.

- Install, configure and develop the application in the DPS production environment.
- It is the policy of the Department of Public Safety that all Contractor employees submit to a background investigation prior to the project start, which includes a criminal history check and reference checks. Contractor's company is responsible for the cost of the background check as charged to the Department of Public Safety's, Bureau of Criminal Apprehension by the FBI. Payment (\$31.50) is due upon submission of the background packet for processing.
- Compliance with the Statewide Enterprise Architecture. (<http://mn.gov/oet/policies-and-standards/business/>)
- Compliance with the State's IT Accessibility Standards that incorporate both Section 508 standards and Web Content Guidelines 2.0 level 'AA'.
- Compliance with Statewide Project Management Methodology. (<http://mn.gov/oet/policies-and-standards/IT-project-management/>)
- Compliance with applicable industry/agency standards.
- Provide a maintenance plan for one additional one-year period, not to exceed the Master Contract expiration date of June 30, 2014.

Required Skills

Required minimum qualifications for Service Category resources:

- **Desktop - Application (Design & Development)** - Minimum 3 years experience as a Senior .NET developer in C# and well versed with Visual Studio 2008+. Must have professional development experience in .NET Framework 3.0, client-server, SSRS, SQL, system analysis, design, coding, change management, release management and product integration.
- **Database Design/ Architect** – Minimum 3 years experience as Senior Database Administrator (DBA) with SQL Server 2008. Must have experience in setting up and troubleshooting SQL replication.
- **Quality Assurance** – Minimum 2 years experience in software design, coding, code reviews, change management, and application testing.
- Familiarity with Section 508 standards and Web Content Accessibility Guidelines 2.0.
- All applicants must possess excellent communication skills, both oral and written.

Process Schedule

- | | |
|--|---------------------------------|
| ▪ Deadline for Questions | 12/17/2012, 3:00p.m. CDT |
| ▪ Anticipated Posted Response to Questions | 12/19/2012, 3:00p.m. CDT |
| ▪ Proposals Due Date | 12/24/2012, 5:00p.m. CDT |
| ▪ Anticipated proposal evaluation begins | 12/26/2012 |
| ▪ Anticipated proposal evaluation & decision | 12/28/2012 |

Questions

All questions regarding this Statement of Work should be submitted via mail or e-mail to the contact listed below no later than **12/17/2012, 3:00p.m. Central Daylight Time (CDT)**:

Office of Pipeline Safety
Attn: Sean Mangan
445 Minnesota Street
Suite 147
St. Paul, MN 55101-5147
Telephone Number: 651-201-7238
Email Address: sean.mangan@state.mn.us

Questions and answers will be posted on the MN.IT Services website by approximately 3:00 p.m. on **12/19/2012** (http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html)

SOW Evaluation Process

Responses will be scored accordingly

- Company (10%)
- Service Category Resource's Skills (30%)
- Three References (10%)
- Work Plan (20%)
- Cost (30%)

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Response Requirements

- Cover Letter
- Company overview
 - The company overview must include a statement that the company is positioned to replace the proposed candidates with similarly skilled staff within a week if the staff proposed were to leave the project.
- Statement of the vendor's understanding of the work to be performed and the deliverables expected.
- Work Plan
- Description of the person(s) proposed to perform the work
 - Resume(s) to include list of qualifications for Service Category resource
- References: Provide contact information for three clients for which the staff proposed have performed similar work
- Cost proposal breakdown
 - a) Provide a breakdown for hourly rate services to complete project deliverables
 - b) Provide a time and materials cost for 1-year maintenance plan
 - c) The cost proposal must indicate that it is effective at least through June 30, 2014.
- Conflict of interest statement as it relates to this project
- Required forms to be returned or additional provisions that must be included in proposal
 - a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

Vendors must submit response material via mail or e-mail attachment to the contact listed below no later than **12/24/2012, 5:00p.m. Central Daylight Time (CDT)**.

Office of Pipeline Safety
Attn: Sean Mangan
445 Minnesota Street
Suite 147
St. Paul, MN 55101-5147
Telephone Number: 651-201-7238

Email Address: sean.mangan@state.mn.us

Late proposals will not be considered.

All costs incurred in responding to this SOW will be borne by the responder.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at: http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-owned/Service Disabled Veteran-Owned Preference

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States

Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and **sign** the **Veteran-Owned Preference Form** in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form, will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Exhibit A – Pipeline Safety Program Management System

OPS System – opening splash page



Drop down selections



Case file creation

Office of Pipeline Safety (OPS) - [Add New Case]

File Edit Case Company Contact Timesheet Reports Window OPS

Case Information

Nature: Pipeline Inspection Subject: 408 Dist Integrity Management Plan (DIMP) Rev By: SM Rcvd: 12/07/2012 12:41 PM

Desc: Investigator: SM Close:

Next Action: Under Investigation Smart #:

Notes Involved One Call Reporting Pipe Data Issue Summary Issues Letters Major Points Insp Day Files Presentation

Remarks

Functions

Online Synchronization completed.

Case file - Involved Parties tab

Office of Pipeline Safety (OPS) - [Case:1999 2195 Pipeline Inspection: Test case for OPS trouble shooting]

File Edit Case Company Contact Timesheet Reports Window OPS

Case Information

CaseID#: 2195 Year: 1999 Old Case#: N/A Smart#: N/A

Nature: Pipeline Inspection Subject: Field & Records Inspection 620 By: DKL Rcvd: 12/13/1999 11:14 AM

Desc: Test case for OPS trouble shooting Investigator: DKL Close: 05/17/2001 12:00 AM

Next Action: Smart #:

Notes Involved One Call Reporting Pipe Data Issue Summary Issues Letters Major Points Insp Day Files Presentation

Involved Companies

Add Company Remove Company

Role In This Case	Name	Company/Function	Region	Closed Date	Remarks
General Interest	State of Minnesota - Physical Plant				

Involved Contacts

Add Contact Remove Contact

Role In This Case	Verbally Contacted	Name	Represents	Job Title	Company ID	Remarks
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Online Synchronization completed.

Case search

Search Case

Search Criteria

Year Case Investigator Status Facility

Company Name Nature

Subject Jurisdiction Function Ownership

Next Action Company ID Smart #

Remarks and Synopsis Text

Company Utilities

- ☐ Cable TV
- ☐ Electric
- ☐ Fiber Optic
- ☐ Other
- ☐ Pipeline - Crude Oil
- ☐ Pipeline - Natural Gas
- ☐ Pipeline - NH3
- ☐ Pipeline - Product
- ☐ Pipeline - Propane

100 Maximum Rows Displayed

Ok Cancel

Case file – One Call tab

Case file – Reporting tab

Office of Pipeline Safety (OPS) - [Case:1999 2195 Pipeline Inspection, Test case for OPS trouble shooting]

CaseID: 2195 Year: 1999 Old Case#: N/A Smart#: N/A

Nature: Pipeline Inspection Subject: Field & Records Inspection 420 By: DKL Rev'd: 12/13/1999 11:14 AM
 Desc: Test case for OPS trouble shooting Investigator: DKL Close: 05/17/2001 12:00 AM
 Next Action: Smart #

Notes Involved One Call Reporting Pipe Data Issue Summary Issues Letters Major Points Insp. Day Files Presentation

Event Occured Date/Time: 12/13/1999 11:14 AM Location: Address 1: Address 2: City, State, Zip: MN County: Latitude: Longitude: Point Cause: Select Cause(s)

Details of Damage Caused: Reported as Courtesy: Reported as Significant: Type of Product Released: Est. Property Damage: \$ Number of Deaths: Incident Reporting (131/614/116) Inpatient Hospitalization: ESD of an LNG Facility: Accident Reporting (135/114/HV) (a) Explosion or fire not intentionally set: (b) Branch of HSL lost per day: (c) Branch of HSL lost per day: (d) Body harm resulting in: (1) Loss of Consciousness (2) Injured carried from scene (3) Required Medical Treatment (4) Unable to perform normal duties beyond the day of the accident: (e) Polluted stream, river, lake, reservoir: Less Description: DOT Jurisdictional: HSEM Notification: Outage: Outage was experienced: Duration: Seco: NRC: Notify Date: Number: Rescind: Event: Fire: Explosion: Spill: Road: News Media: Bldg Evac: Injured

Online: Synchronization completed.

Case file – Files tab

Office of Pipeline Safety (OPS) - [Case:1999 2195 Pipeline Inspection, Test case for OPS trouble shooting]

CaseID: 2195 Year: 1999 Old Case#: N/A Smart#: N/A

Nature: Pipeline Inspection Subject: Field & Records Inspection 420 By: DKL Rev'd: 12/13/1999 11:14 AM
 Desc: Test case for OPS trouble shooting Investigator: DKL Close: 05/17/2001 12:00 AM
 Next Action: Smart #

Notes Involved One Call Reporting Pipe Data Issue Summary Issues Letters Major Points Insp. Day Files Presentation

File Type: Images (jpeg) Zoom: Description: Parkers Prairie

Parkers Prairie

These buttons perform external operations, changes made to files created with them will not be saved in the OPS database.
 Trap Launch Export All Export Selected

Online: Synchronization completed.

[illegible]